

PRIVACY POLICY

November 2022

Sharktech (“we” or “our”) is committed to respecting Your privacy and safeguarding Your personal or sensitive information. This Privacy Policy is provided to inform You about what we collect, and how we use and protect the information You (“You”) share with us. If You subscribe to any Sharktech Internet Service (“Service”) this Privacy Policy (“Policy”) applies to You. We may modify this Policy by posting a revised version on the Sharktech website. If You wish to receive notice of such modifications You can email Sharktech at legal@sharktech.net to receive such notice or You can visit the Sharktech website at www.sharktech.net/legal. This Policy is part of any Sharktech agreement for the purchase of its services and governs information that we obtain through any Sharktech website (“Site”).

Who does this privacy policy apply to?

The Sharktech Privacy Policy applies to Customers who use and/or purchase services or products offered by Sharktech.

What type of information is collected?

We collect information, including, but not limited to, that which You provide on a voluntary basis when You use the Site to purchase our services. This may include:

- **Personal Information.** We may collect Your email addresses, postal addresses, phone numbers, employee names, usernames, information about the type of service required, marketing preferences, job titles, and any communications, inquiries, contact or other information You choose to provide during Your use of the Services You purchase. When You provide personal information, we will only use this information for the specific reason for which it is provided. If You would like to request that Your personal information be removed from our database, please contact our Customer Service department at support@sharktech.net.
- **Transactional Information (including Services purchased).** We may collect information that enables us to bill You, or to provide You with credit, or to enable appropriate handling of tax matters. Such data could include Your Social Security Number, Tax Identification Number (TIN) and Credit Card information.
- **Performance and Diagnostic Data.** We may collect performance and diagnostic data about Your use of the Sharktech services. We may collect network monitoring data to enable us to maintain the security and agility of our internal networks.

Do You use passive means to collect information?

We may also collect information about You by using cookies, web beacons or similar technologies when You visit our Sites or access the Internet through our services or products. Examples of the types of information collected could include: IP address, browser type, date, and time and Web page(s) visited.

How do we use the information that we collect?

We may use the information we collect from You for a range of legitimate and functional purposes that enable our ability to operate. We may use this information to:

- Manage, administer, operate, protect and maintain the Site and our services.
- Process and complete billing and payment transactions.
- Improve Your use of the Site or our services.
- Provide customer service and support.
- Investigate and prevent fraudulent and illegal activities.
- More effectively market our services and products, such as through contests, promotions or surveys.
- To ascertain specific customers' needs in order to personalize our messages to customers.
- Respond more easily to Your inquiries and requests for information or access to resources; and
- Send You technical alerts, updates, security notifications, and administrative communications.

Do You share the information that You collect with third parties?

We do not sell information about our customers to others. If we employ contractors to provide services on our behalf, we require them to maintain personal information as confidential, and to only use it on our behalf. California Civil Code Section 1798 does not apply to us because we do not disclose Personal Information to any third parties for the third parties' direct marketing purposes.

We may share information to respond to requests from law enforcement agencies, regulatory or governmental bodies, or other third parties to comply with any legal obligation; protect or defend our rights, interests, or property or that of third parties; prevent or investigate wrongdoing in connection with Your use of our services.

How long do You retain the information that You collect?

We will retain the information that we collect for no longer than is necessary to fulfill the purposes for which the information was originally collected unless a longer retention period is required or permitted by law, for legal, tax or regulatory reasons, or other legitimate and lawful business purposes. Where we have no ongoing legitimate business need to process Your personal information, we will delete or anonymize it.

What are my privacy rights?

For EU residents. If You are a resident of a European Union country ("EU") contacting us from the EU, we need Your express consent before we can collect information from You from our Site. You will be asked to provide clear and unequivocal affirmative consent to the collection, processing and sharing of Your information via cookies and similar technologies. Upon login to a Site we ask any visitor to tell us if he or she is contacting us from the EU so that we may provide appropriate protection and treatment of Your user information consistent with the GDPR.[1] If You do not give us the permission we request, then Your use of a Site will be restricted to areas that do not require login information to access. You can withdraw Your consent at any time, but this will not affect the lawfulness of any processing of information You

provided prior to Your withdrawal or conducted in reliance on lawful processing grounds other than consent.

If You are an EU resident You have the right to review, update, correct or delete information we have collected about You from our records at no cost to You. We will respond to Your request within 30 days. To do so please contact our Customer Service department at support@sharktech.net. You also have the right to complain to Your local data protection authority at any time.

Children's Privacy. Sharktech does not provide products or services designed for use by children under the age of 16, or knowingly collect personal information from or about children under the age of 16.

Opt-out rights. You may, at any time, opt out from receiving our emails or other communications by using the “Unsubscribe” link at the bottom of our communications.

How do You protect the security of the information that You collect?

We strive to make your visit to our site as safe as possible by scanning on a regular basis for security holes and known vulnerabilities. Your personal information is contained behind secure networks, accessible only to persons with special access rights who are required to keep the information confidential. Sensitive financial or credit information is encrypted via Secure Socket Layer technology. All transactions are processed through a gateway provider and are not stored or processed on our servers.

Of course, no one can guarantee that any data transmission on the Internet will be totally secure. It is important for You to protect against unauthorized access to Your password and to Your computer

How do I contact Sharktech?

If You are concerned that Your privacy may have been breached, please contact us immediately as provided below.

If You have any questions, comments or concerns about this Privacy Policy please contact Customer Service or write to legal@sharktech.net.

Sharktech Inc.

[1] This Privacy Policy is intended to comply with Regulation (EU) 2016/679 of the European Parliament and the Council of 27 April 2016 (“General Data Protection Regulation” or “GDPR”). Under Article 6 of the GDPR we will not process the information that You give to us without a lawful basis, such as Your consent or entry into another contract with us that allows us to use Your information. However, we will normally collect personal information from You only where we have Your consent to do so, where we need the personal information to perform a contract with You, or where the processing is in our legitimate interests and not overridden by Your data protection interests or fundamental rights and freedoms.